Headcount Portal User Guide

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Logging On	Supporting Information	Children's Data (Adding, Editing & Removing)	Forecast (Estimate Task)	Actual Task	Adjustment Task	Reports

SECTION 1 – LOGGING ON TO HEADCOUNT PORTAL

URL: https://ems.calderdale.gov.uk/ProviderPortal_LIVE/Account/Account/Login

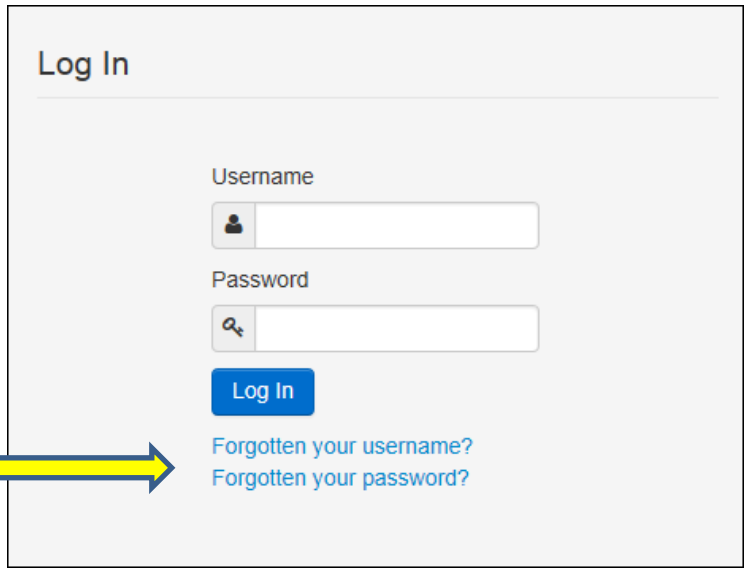
Access the portal using the Web Address provided above.

Select the address or copy and paste into your Internet Browser address bar.

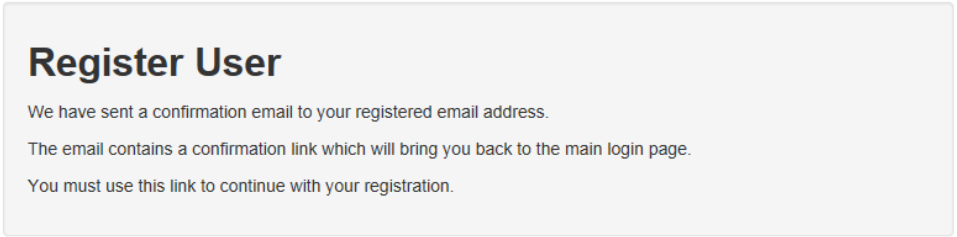
Login to **Headcount Portal** by completing the user name and password fields on the login box; then select.

Log In

Note: If you cannot remember either your Username or Password you can Select the links below the Login button and follow the instructions.



The first time you login you will be redirected to an information page and an email will be sent to you with a confirmation Web Address. As security is paramount you will be required to change your password every three months.


Register User
We have sent a confirmation email to your registered email address.
The email contains a confirmation link which will bring you back to the main login page.
You must use this link to continue with your registration.

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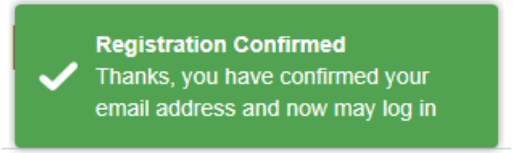
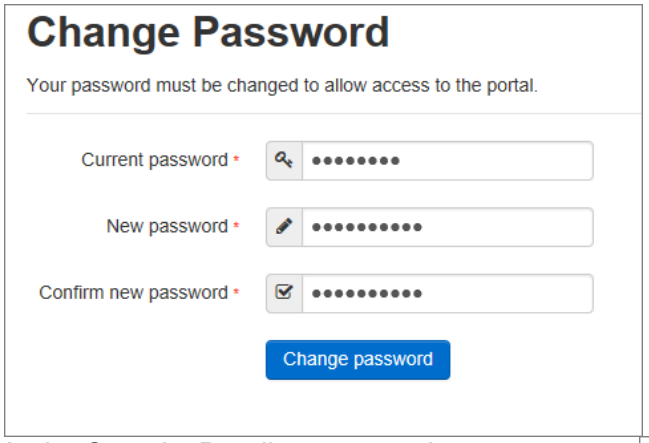
At each subsequent login to the Headcount Portal you will be directed to the Homepage as detailed in Section 2.

After following the Web Address sent in the confirmation email you will see the confirmation message displayed.




Change Password
Your password must be changed to allow access to the portal.
Current password *
New password *
Confirm new password *
Change password

During this login you will be prompted to change your password to a memorable one, this must contain at least 8 characters; and must contain Upper Case, Lower Case and Two Numbers. E.g. **Password01**

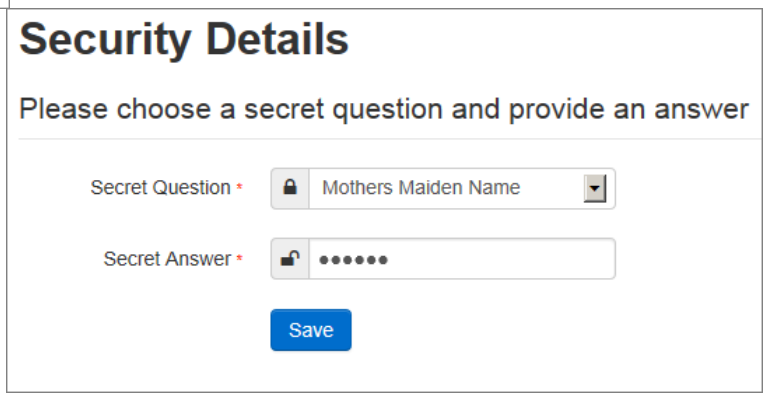
Please do not use **Password01** as your new password. This is only an example.

Complete the current password, new password, confirm new password fields; and select.

Change password

At the Security Details prompt select a secret question and provide a memorable answer; then select.

Save

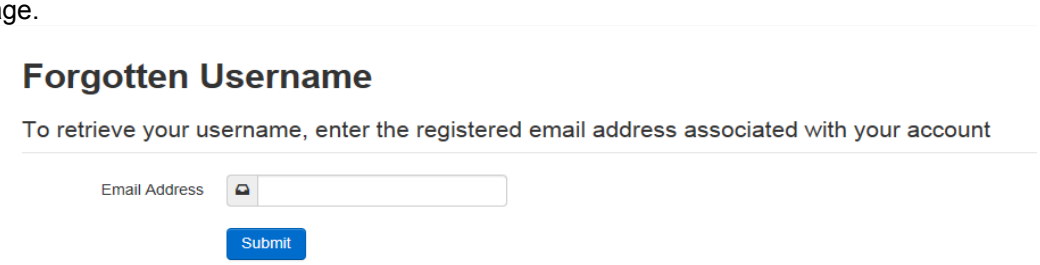


Congratulations you have now successfully logged in for the first time, and will have access to the Early Years Headcount Portal.

Changing / Resetting of User Name / Password

Retrieving Your User Name:

1. From the portal **Log In** screen, click the **Forgotten your username?** link to display the **Forgotten Username** page.


Forgotten Username
To retrieve your username, enter the registered email address associated with your account
Email Address
Submit

2. Enter Enter your registered **Email Address** and click the **Submit** button.
3. Access your registered email account and retrieve your user name.

Resetting Your Portal Password

To reset your password:

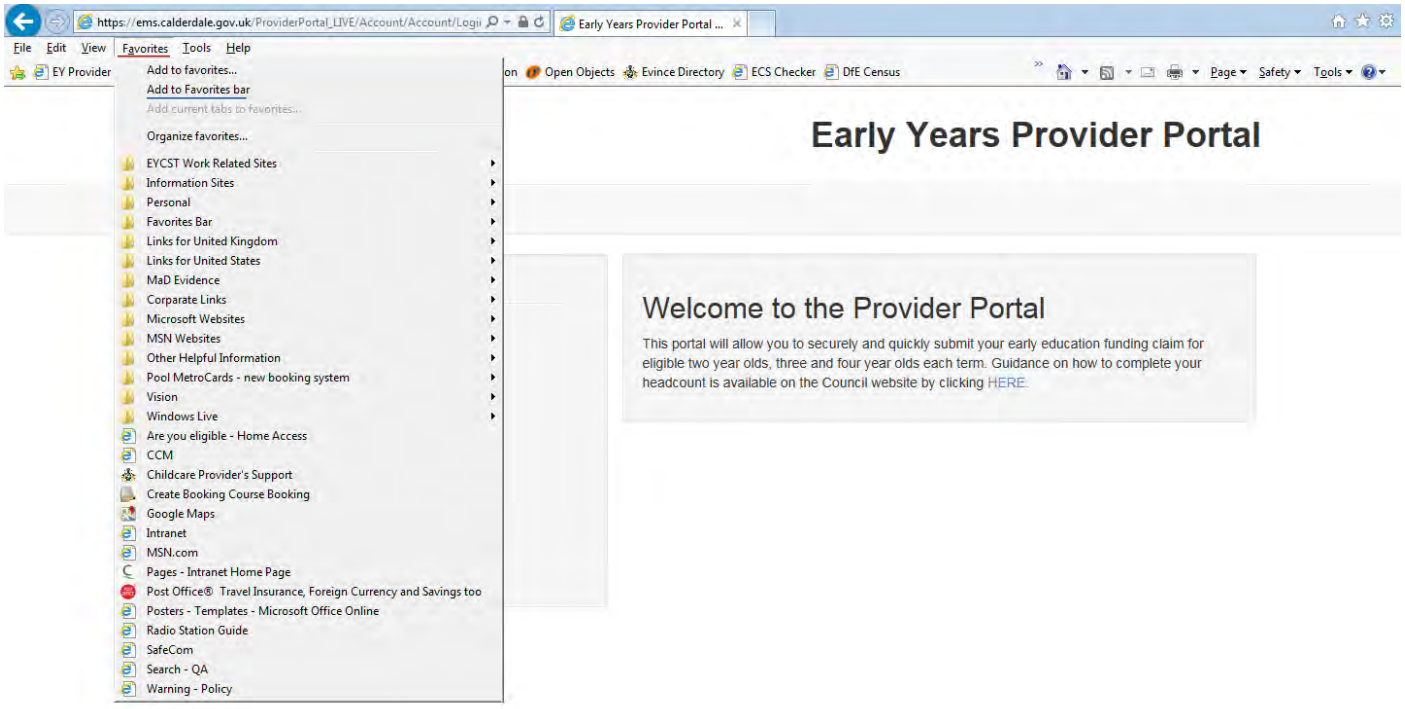
1. From the portal **Log In** screen, click the **Forgotten your password?** link to display the **Forgotten Password** page.

2. Enter your **User name** and registered **Email Address** and click the **Submit** button.
3. If second factor authentication is enabled, enter the **Secret Answer** and click the **Submit** button.

FAQ & Logging On Problems

1) We have had some queries regarding not being able to log in and links in email that are automatically generated by the Portal, that sometimes do not work. Can we suggest that you follow the steps below and **add** a link to your ***Favorites Bar***, so that you have a correctly working link whenever you open your web browser:
   - Click on this link https://ems.calderdale.gov.uk/ProviderPortal_LIVE/Account/Account/Login
   - Now click Favorites on the toolbar (as underlined in red).
   - Now click on Add to Favorites Bar (as underlined in blue), this will now sit on your Favorites Bar whenever you open either Internet Explorer or Google Chrome.

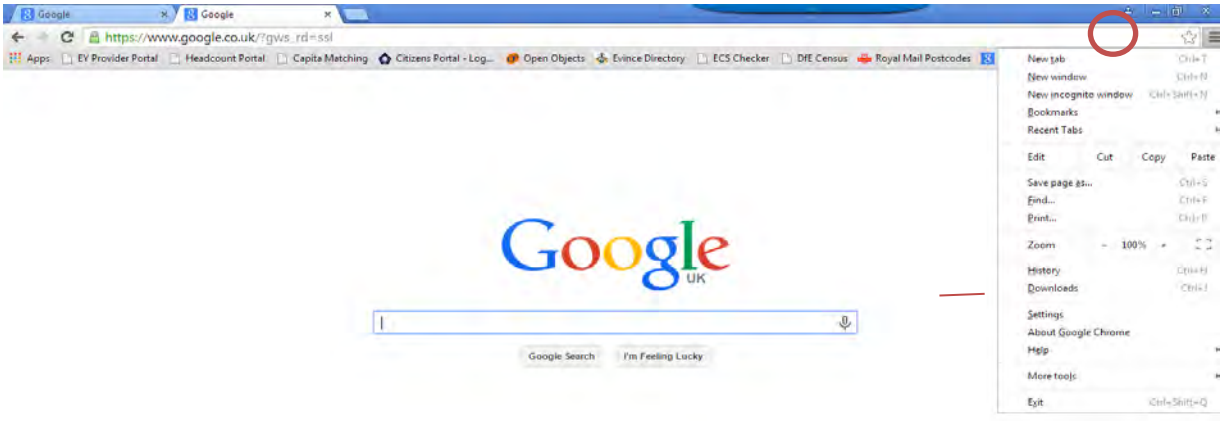
   Please see insert below to follow instructions above:


Early Years Provider Portal ...
File Edit View Favorites Tools Help
Add to favorites...
Add to Favorites bar
Organize favorites...
EYCST Work Related Sites
Information Sites
Personal
Favorites Bar
Links for United Kingdom
Links for United States
MaD Evidence
Corparate Links
Microsoft Websites
MSN Websites
Other Helpful Information
Pool MetroCards - new booking system
Vision
Windows Live
Are you eligible - Home Access
CCM
Childcare Provider's Support
Create Booking Course Booking
Google Maps
Intranet
MSN.com
Pages - Intranet Home Page
Post Office® Travel Insurance, Foreign Currency and Savings too
Posters - Templates - Microsoft Office Online
Radio Station Guide
SafeCom
Search - QA
Warning - Policy
Open Objects
Evince Directory
ECS Checker
DfE Census
Early Years Provider Portal
Welcome to the Provider Portal
This portal will allow you to securely and quickly submit your early education funding claim for eligible two year olds, three and four year olds each term. Guidance on how to complete your headcount is available on the Council website by clicking HERE.

2) Username format: Your username will never change and follows the format of Surname and first initial, i.e. Joe Bloggs would be Bloggsj.

3) Internet Explorer or Google Chrome are recommended as the best formats for logging on the portal.

4) We have also had queries regarding a message stating “the date is in the wrong format” when entering the date of birth for children via Google Chrome. To change to the correct settings:
   - Click into the settings bars (circled in red).
   - Click on settings (underlined in red)
   - Scroll down to bottom of page and click on Show advanced settings….
   - Then scroll down to Languages and click on the Language and input settings button.
   - Then click Add and search for English (United Kingdom) and click OK.
   - If possible click on English (United States) and English and delete by pressing the X at the end. If you cannot delete English (United States) click on English (United Kingdom) and click on Use this language for spell checking.



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